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### EXAMINER'S AMENDMENT

1. The following is an Examiner's Amendment in response to Applicant's Request for Continued Examination submitted on 6/22/09 and an interview held with Mr. Kevin Jones on 9/21/09. The following Examiner's Amendment amends claims 18 and 24 and cancels claims 19-23, 25-27, 64-72 and 74. Claims 1, 2, 4-11, 13-18, 24, 28-38, 40-63, 73, 75, 79-85 are currently pending and allowed below.

2. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Kevin Jones on 9/21/09.

The application has been amended as follows:

18. (Currently Amended) The method of claim 1, wherein said service call is for repair of a home appliance, the authorized service provider further comprising at least one of at least one service provider under an agreement with the manufacturer to provide service similar to factory service coverage under warranty and at least one service provider satisfying requirements for becoming one authorized service provider for the product of claim 1, wherein said service call is for repair of a home appliance.

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24. (Currently Amended) The method of claim ~~[[19]]~~ 1, further comprising obtaining a nature of a problem of the product, and providing do-it-yourself repair information based on the nature of the problem.

Claims 19-23, 25-27, 64-72 and 74. (Cancelled)

3. The following is an examiner's statement of reasons for allowance: Applicant's reply makes evident the reason for allowance, satisfying the record as a whole as required by rule 37 CFR 1.104(e). In this case, the substance of Applicant's remarks filed on 6/22/09 point out the reason claims are patentable over the prior art of record (see MPEP 1302.14).

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

### ***Conclusion***

Any inquiry concerning this communication or earlier communications from the examiner should be directed to JOHNNA R. LOFTIS whose telephone number is (571)272-6736. The examiner can normally be reached on M-F 8am-4:30pm.

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If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Brad Bayat can be reached on 571-272-6704. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/jl/

9/21/09

/Bradley B Bayat/

Supervisory Patent Examiner, Art Unit 3624